IN THE SPECIFICATION

Please replace the paragraph beginning on page 2, line 5 with the following amended paragraph:

Today, information technology is managed in terms of these SLAs which focus on IT considerations, especially availability and response time requirements. Included in this scope are U.S. Patent No. 5,474,774 5,473,773 issued to Aman et al. which describes an apparatus and method for managing data processing workloads with two or more processing goals (or service level objectives); T. Fujita, "Web Computing Operation Manager for Integrated Network and System Management," NEC Research and Development, vol. 41, no. 4, pp. 318-321, October 2000, which describes business level requirements for service level agreements; A. Dutta-Roy, "The Cost of Quality in Internet-style Networks," IEEE Spectrum, September 2000, which addresses the implications of service level quality in the Internet and mechanisms for achieving quality objectives; and U.S. Patent No. 6,073,175 issued to Tavs et al. which describes methods for obtaining different service level information from web page content; the disclosures of which are incorporated by reference herein. While these efforts advance the art in terms of traditional IT management, they do not provide an automated way to relate IT level information (e.g., response times, throughputs) to business financials (e.g., costs, revenues). Rather, such relationships are done separately by analysts or by ad hoc programs.

Please replace the paragraph beginning on page 4, line 4 with the following amended paragraph:

Still further, the U.S. patent application identified as Serial No. 09/716,862 (attorney docket no. YOR920000814US1), filed November 20, 2000 and entitled "System and Method for Efficiently and Profit-Sensitively Managing Hosted e-Business Service Systems Via Active Service Level Agreements," "Apparatus, System, and Method for Managing Quality-of-Service-Assured E-Business Service Systems," the disclosure of which is incorporated by reference herein, discloses e-

business service level agreement management techniques for managing quality of service (QoS) assured e-business service systems. Again, however, the e-business SLA techniques do not include automated techniques for managing IT resources in terms of business financials.